

New Case Notification Schedule

HNC/Fair Isaac	When	PCOLS/SRS Sends Email to...	# of Business Days Elapsed
Send initial referral to PCOLS	Newly flagged case	Primary A/BO, Alternate A/BO, & A/BO Supervisor	0
Send referral #2 if no action	After 10 days once initial referral sent	Primary A/BO, Alternate A/BO, & A/BO Supervisor	11
Send referral #3 if no action	5 days after referral #2	A/OPCs & A/OPC Supervisor	16
Send referral #4 if no action	5 days after referral #3	A/OPCs & A/OPC Supervisor	21
Send referral #5 if no action	5 days after referral #4	Level 3s	26
Send referral #6 if no action	5 days after referral #5	Level 3s	31
Send referral #7 if no action	5 days after referral #6	Level 2s	36
Send referral #8 if no action	5 days after referral #7	Level 2s	41
Send referral #9 if no action	5 days after referral #8	PCPMOs	46
Send referral #10 if no action	5 days after referral #9	PCPMOs	51
No further referrals sent			

Note: All intervals are in terms of business days

Pending Case Notification Schedule

HNC/Fair Isaac	When	PCOLS/SRS Sends Email to...	# of Business Days Elapsed
Case set to Pending	N/A	N/A	0
Send referral #1 for pending case	After 10 days once set to pending	User who set to Pending (Sent in notification as EDIPI)	11
Send referral #2 for pending case	5 days after referral #1	Pending User + 1 Escalation	16
Send referral #3 for pending case	5 days after referral #2	Pending User + 2 Escalation	21
Send referral #4 for pending case	5 days after referral #3	Pending User + 3 Escalations	26
Send referral #5 for pending case	5 days after referral #4	Pending User + 4 Escalations	31
No further referrals sent			

Note: All intervals are in terms of business days

High Risk Case Notification Schedule

HNC/Fair Isaac	When	PCOLS/SRS Sends Email to...	# of Business Days Elapsed
Send initial referral to PCOLS	N/A	A/OPC & PCPMOs	0
No further referrals sent			